

# ADMINISTRATIVE ASSISTANT I

**GRADE: 14**

**FLSA: NON-EXEMPT**

## CHARACTERISTICS OF CLASS:

The Administrative Assistant I performs difficult skilled clerical and intermediate administrative work to assist the assigned department director. The work requires a reactive approach involving regular contact within the department and periodic contacts with other departments, outside agencies and the general public supplying or seeking information on specialized matters. There are light physical demands, and the working conditions are somewhat stressful from meeting deadlines and the demands of the department. The incumbent's general and administrative work is subject to general policy direction, practices and procedures with general supervisory review by the department director. The incumbent participates with others in program development, and service delivery with meaningful impact.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## EXAMPLES OF DUTIES:

- Coordinates various departmental activities between the department director and various divisions of the department.
- Coordinates various City activities between the department director and directors of other departments.
- Sets up and ensures maintenance of specialized files/record keeping systems and databases.

- Performs advanced clerical duties utilizing word processing, spreadsheets, Powerpoint, and Microsoft Access databases;
- Makes arrangements for local and out-of-town travel for seminars and conferences.
- Screens incoming calls, correspondence and visitors answering questions and/or routing them as appropriate.
- Prepares text, and conducts file searches, including Internet searches.
- Performs a variety of research activities with minimal supervision.
- Ensures confidentiality of records and correspondence.
- Serves as staff support for one or more divisions within the department.
- Drafts and prepares letters, memorandums and reports.
- Performs a variety of administrative support functions such as planning agendas, gathering materials, taking minutes for various boards and commissions.
- May assist in the coordination of the preparation of the department's annual budget.
- Serves as a staff liaison with City employees and other agencies, utilizing a reactive approach.
- Receives inquiries from employees, the general public or other agencies and supplies information as necessary.
- Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the department and to meet deadlines.
- Participate with others or takes the lead in coordination of special projects.
- Performs other duties as may be required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

Any combination of training and experience equivalent to graduation from high school and five years progressively responsible experience in office administration including the use of office equipment, and proficiency in computer software including Windows 95, Microsoft Office, Microsoft Word, Excel and E-Mail systems.

### **Preferred Knowledge, Skills and Abilities:**

- Knowledge of or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various City departments.
- Knowledge of methods, principles and techniques associated with research, data collection and report preparation.
- Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.
- Ability to communicate effectively both orally and in writing.